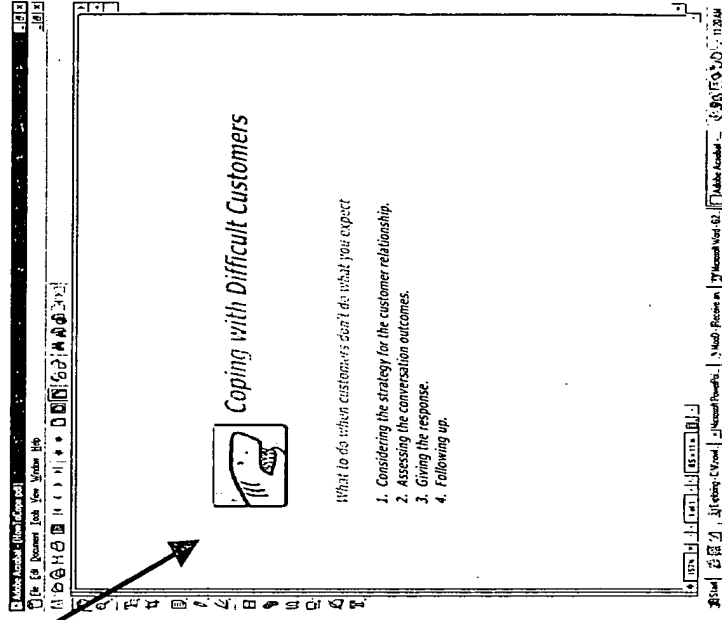


To establish and manage customer requests such that the full potential for benefit to both the customer and the business is exploited.

Figure 3

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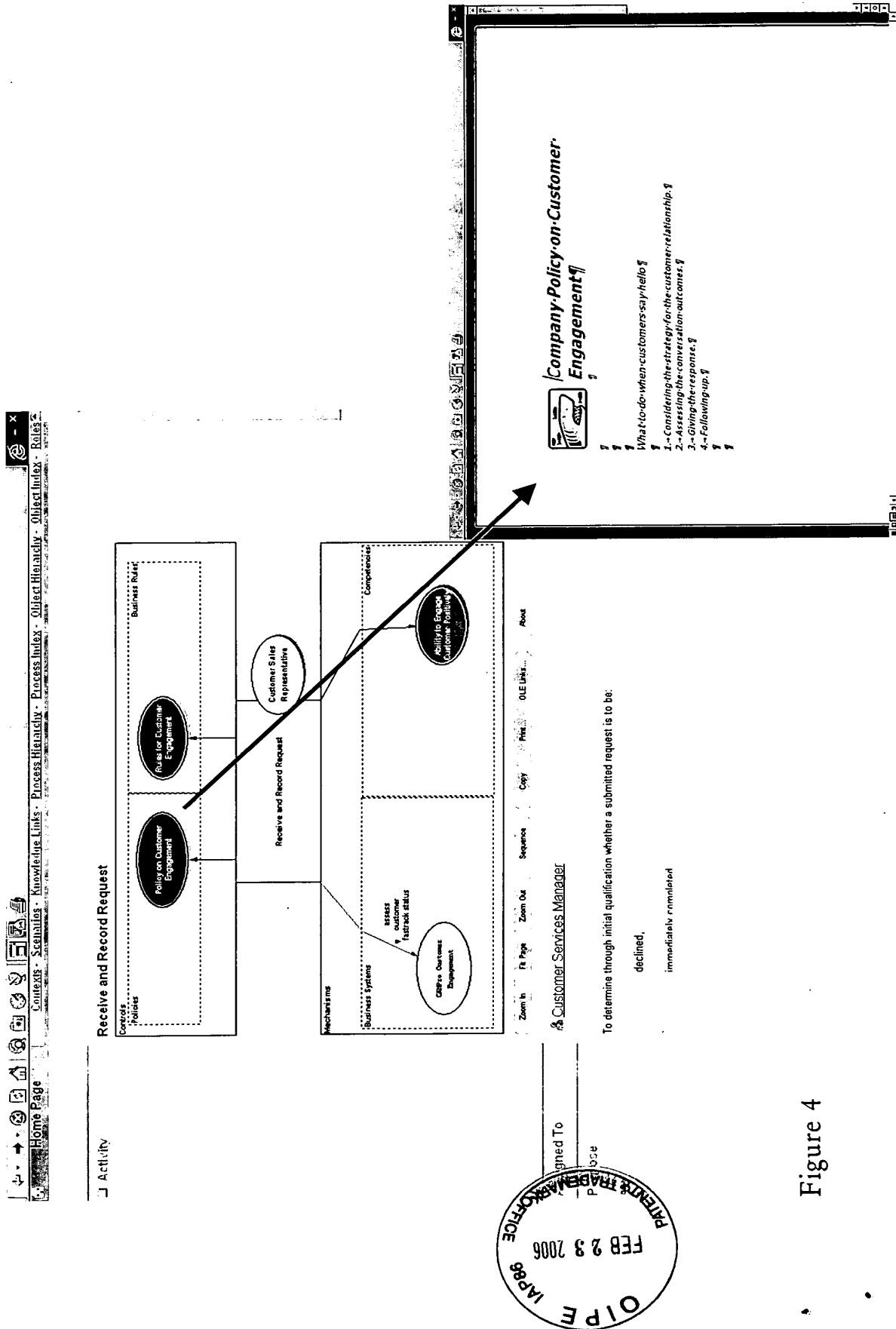


Figure 4

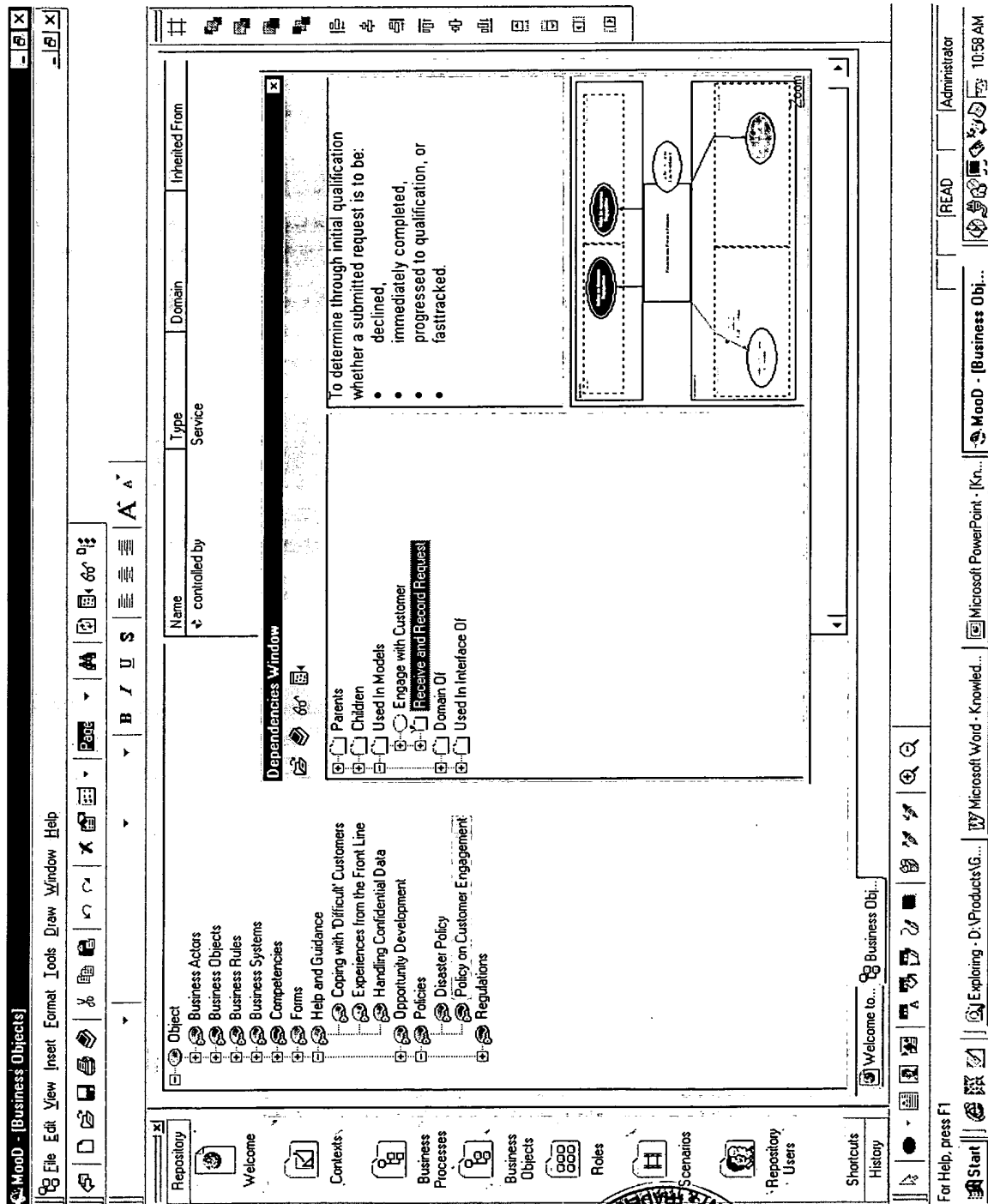


Figure 5

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